

# Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Office of Personnel Services.

CHECK ONE: ☐ NEW POSITION ☒ EXISTING POSITION ☐ UNCLASSIFIED

Agency  
Number

## Part 1 - Items 1 through 12 to be completed by department head or personnel office.

1. Agency Name <b>Department for Children and Families</b>		9. Position No. <b>K0231667</b> <b>K0231669</b> <b>K0231671</b> <b>K0231670</b>		10. Budget Program Number	
2. Employee Name (leave blank if position vacant)				11. Present Class Title (if existing position) <b>Administrative Specialists</b>	
3. Division <b>Prevention and Protection Services</b>				12. Proposed Class Title	
4. Section <b>Prevention and Protection Services</b>		For  Use  By  Personnel  Office	13. Allocation		
5. Unit <b>Kansas Protection Report Center</b>			14. Effective Date		
6. Location (address where employee works)  City <b>Topeka</b> County <b>Shawnee</b>			15. By		Approved
7. (circle appropriate time) Full time <b>X</b> Perm. <b>X</b> Inter. Part time Temp. %			16. Audit Date: By: Date: By:		Position Number
8. Regular hours of work: (circle appropriate time) <b>Varied shifts</b> FROM: AM To: PM		17. Audit Date: By: Date: By:			

## PART II - To be completed by department head, personnel office or supervisor of the position.

18. If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position:

This employee is given specific assignments and must follow prescribed agency regulations and time frames. This employee will follow instructions, guidelines and directives from supervisor. Since safety of vulnerable adults and children is at stake, this employee will gather and process the information as soon as possible. The information will be accurately entered into the system to be transferred to the designated person in a timely manner. Assignments are based upon the established procedures within the intake unit. This employee is required to be reliable and work independently with little supervision.

19. Who is the supervisor of this position? (person who assigns work, gives directions, answers questions and is directly in charge)?

Name	Title	Position Number
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Who evaluates the work of an incumbent in this position?

Name	Title	Position Number
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20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job duties):

**What** is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

**Number Each Task and Indicate Percent of Time and Identity each function as essential or marginal by placing an E or M next to the % of time for each task.** Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident of minimal part of the position.

No. Each Task and Indicate Percent of Time	E or M	<p>The person in this position has access to protected health information (PHI) under the provisions of the Health Information Portability Act of 1996 (HIPAA) Privacy Rule. PHI must be treated in accordance with the provisions of the HIPAA Privacy Regulation including the requirements for safeguarding, releasing and recording the release of such information. The person will receive training in the provision of the HIPAA Privacy Regulations as they relate to the duties of this position and has signed a confidentiality agreement.</p> <p>In addition to the tasks listed below, the incumbent is expected to communicate the Mission, Vision and Guiding Principles of the agency to peers, clients and the public; identify personal strength and developmental needs to increase job performance and long-term career growth. Continually analyze work processes, seek new approaches and make recommendations to enhance efficiency and effectiveness of the agency. Works in a harmonious and cooperative fashion with other staff to provide efficient and effective customer service. Uses free time as available to assist other staff in the completion of work assignments. Contributes to a positive work environment through a positive, helpful, courteous demeanor towards staff, clients, and the general public. Adheres to appropriate standards of conduct regarding the use of leave and reports to work on time.</p>
35%	E	Interview individuals making reports of children in need of care or suspected adult abuse/neglect/exploitation through phone contact using in-depth interviewing techniques. Complete intakes from faxes and other written documentation. Follow agency policy and will have working knowledge of the intake process, policies, and procedures.
35%	E	Prepare clear and accurate written summaries of the information received in the reports via telephone conversations, faxes, emails or web. Enter information into the designated program to be accessed by the Kansas Protection Report Center protection specialists for further processing. Prior to completing the report, review reports for accuracy and completeness.
10%	E	Receive calls requesting information or referrals and provide information to direct the caller to appropriate community resources as need, using crisis intervention skills if callers are in distress. Contact Law Enforcement for emergency situation outside of normal DCF business hours.
10%	E	Collect and document available information by using agency systems- FACTS, KAECSES, and other available information systems.
10%	E	Attend trainings, conferences with supervisor and unit meetings. Complete additional projects or assignments and assist in training new staff as requested by supervisor.

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22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position:
- ( ) Lead worker assigns, trains, schedules, oversees, or reviews work of others.
  - ( ) Plans, staffs, evaluates, and directs work of employees of a work unit.
  - ( ) Delegates authority to carry out work of a unit to subordinate supervisors or managers.

- b. List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.

**Name**

**Title**

**Position Number**

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23. Which statement best describes the results of error in action or decision of this employee?

- ( ) Minimal property damage, minor injury, minor disruption of the flow of work.
- ( ) Moderate loss of time, injury, damage or adverse impact on healthy and welfare of others.
- (X) Major program failure, major property loss, or serious injury or incapacitation.
- ( ) Loss of life, disruption of operations of a major agency.

Please give examples.

**Failure to gather and document information related to reports of alleged child abuse/neglect and adult abuse/neglect/exploitation or follow agency policy and procedures could result in serious harm to a child or vulnerable adult.**

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24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

**This position requires daily contact in person, by telephone, or email with the general public, community leaders, community agencies, government officials, and agency employees, including administrative and supervisory staff.**

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25. What hazards, risks or discomforts exist on the job or in the work environment?

**The work environment involves hazards, risks or discomforts typical of working with or around hostile or resistive persons. Secondary trauma may be experience from reviewing large volumes of situations in which an adult or child is believed to have been victimized. Potential risks associated with a typical office environment.**

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26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used:

**Daily use of telephone, copy machine, personal computer, fax machine and other general office equipment.**

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**PART III - To be completed by the department head or personnel office**

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27. List the minimum amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.

Education – General

**College course work in social worker or related human services field**

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Education or Training - special or professional

**None**

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Licenses, certificates and registrations

**None**

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Special knowledge, skills and abilities

**This employee must have the ability to communicate clearly in person, by phone and in writing.. The employee is expected to have the ability to apply proper interviewing techniques, knowledge and application of ethical standards, principals, and practice of social work. The employee must be able to develop cooperative and satisfactory contacts with the general**

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public, collaterals, and other professionals.

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Experience - length in years and kind

**Two years of work experience at the Kansas Protection Report Center or call center/customer service experience.**

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**28. SPECIAL QUALIFICATIONS**

State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job, a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the education and experience statement on the class specification. A special requirement must be listed here in order to obtain selective certification.

**All employees are expected to comply with approved safety policies and procedures of PPS. All employees are instructed to use standard safety devices available for machinery and equipment. All employees are instructed to follow industrial safety and health guidelines, including but not limited to, using proper lifting techniques, using dollies and/or other devices to distribute equipment, computer breaks to rest eyes and stretch, wrist rests for computer keyboards, seatbelts for automobiles, etc. Must maintain security clearance throughout employment.**

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Signature of Employee

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Date

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Signature of Personnel Official

\_\_\_\_\_  
Date

**Approved:**

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Signature of Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Agency Head or  
Appointing Authority

\_\_\_\_\_  
Date